

ABSTRACT OF THE DISCLOSURE

Information about trouble contents, methods for dealing with troubles, product information obtained at the time of manufacture, information about users, etc., 5 are managed to enable immediate notice of a method and contents of an operation for revolving a trouble at the time of occurrence of the trouble. Information on the progress of the operation performed to resolve the trouble is also managed to enable a person using or 10 taking charge of the product to easily grasp the progress of the operation.